

NOTICE OF VACANCY
October 8, 2021

POSITION: Medical Assistant

DEPARTMENT: Health

STARTING SALARY: \$49,238.00 – \$51,228.00

HOURS: Monday, Wednesday, Thursday 8:30 am to 5:00 pm
Tuesday 8:30 am to 7:00 pm
Friday 8:30 am to 2:00 pm
Schedule modifications as needed to meet the needs of the
Office of Public Health Nursing

Statement of Duties:

This position provides moderately complex clinical and administrative support as well as day-to-day office management for the Office of Public Health Nursing and Clinic of the Public Health Division. This position is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control; performs all other related work as required.

Supervision Required:

Under the general supervision of the Director of Public Health and Assistant Director of Public Health, and the direct supervision of the Chief Public Health Nurse. Performs routine duties that are clearly defined by protocol and standard operating procedures. This role requires basic knowledge of departmental operations.

Supervisory Responsibility: None

Confidentiality: Employee has access to confidential information in accordance with the State's Public Records Law such as department and client records related to communicable diseases, and lawsuits. Employee has access to department-related confidential and/or sensitive information including protected health records, the disclosure of which would cause a significant breach of trust and seriously damage the reputation of the department.

Judgment: Varied and responsible duties require the exercise of judgement and initiative, particularly in situations not clearly defined by precedent or established procedures.

Complexity: The work consists of a communication and customer service for residents, patients and external stakeholders. Employee interacts with other city departments, city businesses, the general public. Employee is expected to use excellent communication skills and customer service.

Accountability: Errors in judgment could result in hardship to the city's citizens, lower standards of service to the community, monetary loss or legal repercussions and possible negative public relations for both the department and the city.

Occupational Risk: Work is performed under typical office conditions; work environment is moderately noisy. Operates an automobile, computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is frequently required to sit, communicate, or hear; occasionally required to walk, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Greets and facilitates the intake of clients for the Public Health Nursing Clinic
- Verifies patient health information and confirms purpose of visit
- Assists with required paperwork for clinic visit
- Experience with Microsoft work, Microsoft Outlook and Microsoft Excel
- Answers phones, addresses concerns, directs calls to the appropriate department, follows up on assigned issues, and takes messages for staff.
- Maintains files and databases related to clinical operations according to the Secretary of State Record Retention and Public Health Nursing office policies
- Maintains medical and office supply inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies
- Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
- Completes operational requirements by scheduling and coordinating administrative projects; expediting work results.
- Maintains professional and technical knowledge by attending appropriate training programs and educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
- Communicate with a wide variety of municipal and school staff, the general public, and community partners.
- Performs general office work: distributes mail, drafts correspondence, orders supplies, and acts as a resource for general office help.
- Maintains workflow of office procedures;
- Communicates with the main office at the Public Health Division for all administrative and operational functions.
- Composes and takes meeting minutes as required.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School Degree required, Associate's or Bachelor's Degree preferred; Five to seven, 5 -7 years of Administrative experience or related field preferred; experience working with computers; experience working with the public and responding to customer service requests or any equivalent combination of education and experience. Notary Public preferred.
Bilingual preferred: English/Spanish and/or English/Portuguese.

Knowledge, Ability and Skill:

Knowledge: Advanced knowledge of the municipal administration process, general knowledge of the functions of municipal government, general understanding of the interaction between local government, state government, and federal government, basic working knowledge of business administration, practices, general office procedures, and applicable local, state, and federal laws.

Ability: Ability to plan, organize and collaborate with others, ability to communicate effectively, ability to establish and maintain effective working relationships with all town employees, board/committee members, officials and the general public, ability to recognize town-wide priorities and work cooperatively to support their accomplishment, ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure, ability to operate a computer and proficient in the use of MS Office applications and database applications.

Skills: Excellent customer service and organization skills, excellent written and verbal communication skills, excellent computer skills including MS Office applications, Skill in the use of the above-mentioned equipment.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

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